

**Customer Letter Example (United States)**

April 2010

**Subject: Service Action 97R7/T2  
2009 Model Year Passat, Passat Wagon and CC 3.6L Vehicles  
Inspect, and If Necessary, Replace Positive Battery Cable**

Dear Volkswagen Owner of VIN

At Volkswagen, we are proud to offer the very best of German engineering, and we work diligently to ensure that the quality of our vehicles continues to meet our customers' high expectations. Because we are dedicated to ensuring your continued satisfaction with your vehicle, we are writing to inform you that an update is available for your vehicle, and we would like to perform this update for you at no cost.

**What is the problem?**

The affected vehicles may have a positive battery cable that may corrode and, in rare cases, break. If this happens, the power supply may be disrupted and the vehicle cannot be started.

**What will Volkswagen do?**

At no cost to you, we will inspect and, if necessary, replace the positive battery cable in your vehicle.

**When will the update be available?**

Your authorized Volkswagen dealer has parts available now to inspect and, if necessary, update your vehicle. This inspection will take about one half-hour, and if repairs are needed they will take about four hours. Both the inspection and repair (if needed) will be free of charge. Your dealer can also address any other concerns you may have with your vehicle at this service visit.

This service action will only be available until March 31, 2012, and we encourage you to contact your authorized Volkswagen dealer and arrange for an appointment at your earliest convenience. Please keep in mind that your dealer may need additional time for the preparation of the update, as well as to accommodate their daily workshop schedule. Dealers will not be able to perform this update free of charge after March 31, 2012.

**Lease Vehicles**

If you are the lessor and registered owner of the vehicle identified in this action, please forward this information immediately via first-class mail to the lessee within ten (10) days of receipt of this notification.

**Service help from us**

If your authorized Volkswagen dealer fails or is unable to complete this work free of charge within a reasonable time, please call or write to:

*Volkswagen of America, Inc.*  
**Attn: Customer CARE Center – Hills East (97R7/T2)**  
3499 West Hamlin Road  
Rochester Hills, MI 48309  
1-800-893-5298

We regret any inconvenience this matter may cause. Thank you for driving a Volkswagen!

Sincerely,

Volkswagen Service & Quality

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*Volkswagen Canada*  
**Attn: Customer CARE Center (97R7/T2)**  
*P.O. Box 842, Stn. A*  
*Windsor, ON N9A 9Z9*  
*1-800-893-5298*

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